


8 Steps to Achieve Full Use of Verizon's Wholesale Provisioning Tracking System for Hot Cuts



This area outlines the required steps to establish interactive communication between Verizon and Competitive Local Exchange Carriers (CLECs) for HOT CUT orders, through the Wholesale Provisioning Tracking System (WPTS).

There are 8 steps to achieve full WPTS use. These steps will require a minimum of 4 weeks and maximum of 12 weeks. Verizon reserves the right to extend the maximum weeks based on Verizon's business needs.

The 8 Steps

- 1) CLEC completes the [WPTS Survey](#). The WPTS survey is a general questionnaire that will provide Verizon basic information about potential WPTS users. CLECs must complete and submit the survey to begin the process. The CLEC must designate a Single Point of Contact for all WPTS communications. Verizon will email an acknowledgement of the survey receipt within **2** business days of submission.
- 2) Verizon will review the WPTS survey for system compliance and contact the CLEC SPOC within **7** business days.
- 3) Verizon recommends that CLEC's review the [WPTS Online Training](#) application to assist in determining training needs for their organization.
- 4) After reviewing the Online Training, the CLEC SPOC will develop a training schedule with Verizon within **14** business days after submitting the WPTS Survey.
- 5) The CLEC SPOC must complete and submit the ☐ [Initial WPTS Access Request form](#) in order for the CLEC to obtain access to the WPTS application, the Access Request form must be completed in its entirety and submitted **10** business days prior to the first scheduled training date. Failure to complete and submit this form within the specified time frame will delay the process.

Please e-mail the completed form to:

Verizon East -
Shelia.O.Thomas@verizon.com

Verizon West -
Carol.Penn@verizon.com

- 6) The CLEC SPOC is responsible for insuring that their team has access to the associated WPTS training materials located on Verizon's WPTS Training site.

The [WPTS Online Training](#) - This application details the WPTS Hot Cut process. The application also includes simulation of all interactive features; and

The [Technical Guide](#) - This guide provides trouble-shooting tips for accessing the Verizon Gateway URL to the WPTS system. This guide is designed to assist your company's LAN Administrator in providing access for WPTS users.

7) The CLEC SPOC will insure that all user PC's meet WPTS technical requirements.

8) The CLEC SPOC will establish (with Verizon) a "go live" date, as of which the CLEC intends to begin using the WPTS application.